

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT

National Consultancy for Development of a Multi-Sectoral Coordination Mechanism Guidelines to provide essential services to GBV survivors in Quang Ninh province
Under KOICA-funded UNFPA-Government Joint Project on “Building a Model to Respond to Violence Against Women and Girls in Viet Nam”

TERMS OF REFERENCE (to be completed by Hiring Office)	
Hiring Office:	THE UNITED NATIONS POPULATION FUND COUNTRY OFFICE IN VIET NAM (UNFPA)
Purpose of consultancy:	<p>KOICA-funded UNFPA-Government Joint Project entitled “Building a Model to Respond to Violence Against Women and Girls (VAWG) in Viet Nam” aims at strengthening the national and institutional capacity to ensure the availability and accessibility of essential services for victims of gender-based violence (GBV) through building a pilot model of support to effectively respond to VAWG in Viet Nam. Anh Duong House was launched on 29 April 2020 as one-stop service center in Quang Ninh province to provide comprehensive essential services to GBV survivors, including counselling, helpline, temporary sheltering, medical care, legal services and police protection services.</p> <p>At the same time, UNFPA has introduced the UN Essential Services Package (ESP) in Viet Nam. With UNFPA support, in 2019, MOLISA have issued three guidelines related to hotlines, social service procedure and temporary sheltering for GBV victims.</p> <p>In order to provide accessible, quality and victim-centered essential services to GBV survivors, it is critical that services of all sectors are coordinated and governed to respond in a comprehensive way and through a cohesive cross-agency approach.</p> <p>Therefore, under the scope of the KOICA funded project, it is important that a Multi-sectoral Coordination Mechanism guidelines is developed to ensure the coordination and governance of coordination of essential services at provincial and local levels in the province.</p> <p>The purpose of this consultancy is to develop a Multi-sectoral Coordination Mechanism Guidelines for managers to provide coordinated essential services to GBV survivors in Quang Ninh province, including services at Anh Duong House, to:</p> <ol style="list-style-type: none"> (1) Enhance multi-sectoral relationships for coordinated response and services to GBV survivors through a formal structure ensuring local coordination and governance of coordination of services. (2) Improve the implementation of coordination in order to increase access to and improve service delivery to GBV victims.
Scope of work: <i>(Description of services, activities, or outputs)</i>	<p>Under the direct supervision of the Koica Project Coordinator and under the overall guidance of the Programme Officer for human rights and gender and the Assistant Representative of UNFPA Viet Nam, the selected expert will be responsible for: (1) developing the Multi-sectoral Coordination Mechanism Guidelines, and (2) preparing for its training.</p> <p>More specifically,</p>

(1) Multi-sectoral Coordination Mechanism Guidelines:

- 1.1. Conduct a desk review of documents, which include but are not limited to the following: (1) the UN ESP and international guidelines and protocols on multi-sectoral coordination for GBV essential services; (2) MOLISA guidance on hotlines, sheltering and social services; (3) NCFAW’s training manuals on social services, health, police and justice; and (4) Vietnamese and provincial guidance documents that guide the coordination in GBV and domestic violence in receiving and providing health care, reporting GBV cases, as well as the guidance on legal assistance and support to child GBV victims and any other documents that guide the provision of related or similar services in Quang Ninh province.
- 1.2. Develop the outline of the Multi-sectoral Coordination Mechanism Guidelines for UNFPA’s review and approval.
- 1.3. Draft Multi-sectoral Coordination Mechanism Guidelines. Key content should include but not limited to: Context, Role and responsibilities of various actors/ stakeholders; Coordination mechanisms or frameworks for multi-sectoral collaboration between agencies for victim-centered and comprehensive services to GBV victims; Governance of coordination; Standards for coordination; Action Plan for coordination; Case management/ case review process; and M&E framework.
This document will ensure the coordination in information reception, counselling, protection, providing and transfer to various and different essential services, family return and integration for women and children in emergencies; and guidance for an appropriate coordination mechanism in line with Viet Nam law and regulation, related functions and responsibilities of relevant agencies for effective implementation in Quang Ninh province.
- 1.4. Participate in relevant physical and/or online consultation meetings (04 technical meetings) and a consultative meeting with UNFPA, Quang Ninh DOLISA, Quang Ninh Social Work Center, Anh Duong House, members of Quang Ninh multi-sectoral advisory board, and relevant stakeholders to discuss, develop and finalize the guidelines.
- 1.5. Finalize the Multi-sectoral Coordination Mechanism Guidelines

(2) Training on the Guideline

- 1.1. Develop the agenda and training materials of training on Multi-sectoral Coordination of services to GBV victims to be conducted in Quang Ninh province.
- 1.2. Lead the training on the Multi-sectoral Coordination of services to GBV victims.
- 1.3. Submit training reports and recommendations for future actions.

Duration and working schedule:

The deliverables should be made according to the below estimated timeline between 5 October 2020 and 5 February 2021.

TASKS	Estimated # of days	Location	Timing
DOCUMENT DEVELOPMENT			
1. Desk review	5 days	Home based	Oct. 2020

	2. Attend 04 technical meetings (0.5 day x 04 meeting) and 01 consultative workshop (1.5 days for preparation, 1.5 days for workshop and report)	5 days / or actual meetings	Hanoi and/ or Quang Ninh	Oct. 2020 – Jan. 2021															
	3. Develop and finalize the Guidelines	18 days	Home based/ on-line	Oct-Dec. 2020															
	DISSEMINATION WORKSHOP																		
	4. Develop training materials, agenda, and training reports	3 days	Home based/ Hanoi and/ or Quang Ninh	Jan. 2021															
	5. Facilitate and/or act as main facilitator and trainer in the dissemination workshop	2 days / actual training days	Home based/ Hanoi and/ or Quang Ninh	Jan. 2021															
	<i>NUMBER OF DAYS</i>		<i>33 days</i>																
	TOTAL DAYS:			33 days															
Place where services are to be delivered:	Home-based / Hanoi/ Quang Ninh																		
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	The expected outputs to be delivered in electronic copies as followed:																		
	<table border="1"> <thead> <tr> <th data-bbox="456 1020 808 1087">Expected outputs</th> <th data-bbox="808 1020 1138 1087">Language</th> <th data-bbox="1138 1020 1479 1087">Tentative dates for deliverables</th> </tr> </thead> <tbody> <tr> <td data-bbox="456 1087 808 1150">1. Approved outline of the Guidelines;</td> <td data-bbox="808 1087 1138 1150">VIE & ENG</td> <td data-bbox="1138 1087 1479 1150">15 October 2020</td> </tr> <tr> <td data-bbox="456 1150 808 1247">2. Approved Consultation workshop agenda and materials</td> <td data-bbox="808 1150 1138 1247">VIE & ENG (Agenda); VIE (materials)</td> <td data-bbox="1138 1150 1479 1247">9 December 2020</td> </tr> <tr> <td data-bbox="456 1247 808 1383">3. Approved guidelines on Multi-sectoral Coordination mechanism</td> <td data-bbox="808 1247 1138 1383">VIE</td> <td data-bbox="1138 1247 1479 1383">29 December 2020</td> </tr> <tr> <td data-bbox="456 1383 808 1482">4. Approved Training materials & Training report</td> <td data-bbox="808 1383 1138 1482">VIE & ENG (Agenda); VIE (materials)</td> <td data-bbox="1138 1383 1479 1482">13 January 2021 (materials) 26 January 2021 (report)</td> </tr> </tbody> </table>				Expected outputs	Language	Tentative dates for deliverables	1. Approved outline of the Guidelines;	VIE & ENG	15 October 2020	2. Approved Consultation workshop agenda and materials	VIE & ENG (Agenda); VIE (materials)	9 December 2020	3. Approved guidelines on Multi-sectoral Coordination mechanism	VIE	29 December 2020	4. Approved Training materials & Training report	VIE & ENG (Agenda); VIE (materials)	13 January 2021 (materials) 26 January 2021 (report)
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Monitoring and progress control, including reporting requirements, periodicity format and deadline:	<ul style="list-style-type: none"> The consultant will work closely with UNFPA Programme Specialist on Human Rights and Gender; and designated officials from Quang Ninh DOLISA/ Social Work Center; and under direct supervision of UNFPA KOICA Project Coordinator. Progress of the consultancy should be reported regularly and promptly to the UNFPA KOICA Project Coordinator. The UNFPA Programme Specialist on Human Rights and Gender and UNFPA KOICA Project Coordinator under guidance of the Assistant Representative will provide comments and feedback for the consultant's performance and report for the certification for payment. At the end of the consultancy, the consultant should send a certification for payment clearly stating the number of actual working days (not more than 33 working days) and attach with deliverables mentioned above. 																		

	<ul style="list-style-type: none"> The UNFPA KOICA Project Associate will provide logistics and administrative support including information on payments for this contract and arrangements of related travels as required.
Expected travel:	Related missions to Quang Ninh province, including consultation meeting and workshop and the training on Multi-sectoral Coordination Mechanism Guideline
Required expertise, qualifications and competencies, including language requirements:	<p><i>The consultant should have the following experience and qualifications:</i></p> <ul style="list-style-type: none"> Advanced post-graduate university degree in Gender, Social Work, Social Sciences or relevant area. At least 7 years of extensive experience in i) conducting rights-based, gender sensitive research and analysis; and/or ii) implementing projects supporting disadvantaged groups; Experience in social work and social service provision to GBV victims and/or experience in providing rights-based, gender sensitive training and in development of provincial level and above guidance is an advantage; Extensive understanding and knowledge of the social services system of Viet Nam, including the legal framework for social service provision for GBV survivors. Prior work experience in implementing social services for the disadvantaged with preference to GBV victims is preferred. Proven ability to facilitate workshops and training, as well as to lead discussions with various stakeholders including the government officials. Excellent writing and communication skills in Vietnamese and workable English skills. Team work, solution oriented and skills in information analysis and consolidation.
Inputs / services to be provided by UNFPA or implementing partner (e.g. support services, office space, equipment), if applicable:	<p><i>UNFPA Country Office (CO) will:</i></p> <ul style="list-style-type: none"> provide background documents to selected consultant (s) for desk review; provide the necessary logistic arrangements to selected consultant to complete the assignment, mentioned in this TOR; assign one focal point from Viet Nam CO to work with the consultant during the arrangement and related missions; monitor the progress and quality of the consultancy assignment; and provide timely comments to the deliverables at each phase and the final report before they are finalized.
Other relevant information or special conditions, if any:	<ul style="list-style-type: none"> Interested consultant are requested to register into the UNFPA global consultant roster: https://consultantroster.unfpa.org/web/consultant-roster/fags The consultant shall complete the following on-line training courses and submit the certificates to UNFPA before signing the ICC <ul style="list-style-type: none"> 1. BSAFE, Link: https://training.dss.un.org/course/category/6 2. Fraud and Corruption Awareness and Prevention Link: https://extranet.unfpa.org/Apps/Antifraud/English/story_html5.html 3. PSEA (Prevention of Sexual Exploitation and Abuse) Link: https://extranet.unfpa.org/Apps/PSEA2017/story_html5.html?lms=1 An Individual consultant contract (ICC) will be signed with the selected consultant at an agreed lump-sum rate for consultancy (NOC level). Travel related costs for the implementation of the assignment (excluding travel insurance) will be reimbursed separately to the consultant as per relevant

	<p>UNFPA's Policy and Guidelines.</p> <ul style="list-style-type: none"> • Payment is based on all-inclusive rate (inclusive of all applicable tax and insurance, and other subsidies, if any) and made in two instalments upon satisfactory acceptance of the Country Office on the study deliverables, as followed: <table border="1" data-bbox="495 260 1505 548"> <thead> <tr> <th data-bbox="495 260 711 296">Instalment</th> <th data-bbox="711 260 1182 296">Deliverables</th> <th data-bbox="1182 260 1505 296">Amount equivalent</th> </tr> </thead> <tbody> <tr> <td data-bbox="495 296 711 422">11 December 2020</td> <td data-bbox="711 296 1182 422">1) Approved outline of the Guidelines; 2) Consultation workshop agenda and materials</td> <td data-bbox="1182 296 1505 422">50% of contract (equivalent to 16.5 days)</td> </tr> <tr> <td data-bbox="495 422 711 548">1 February 2021</td> <td data-bbox="711 422 1182 548">1) Approved guidelines on Multi-sectoral Coordination mechanism 2) Training materials & Training report</td> <td data-bbox="1182 422 1505 548">50% of contract (equivalent to 16.5 days)</td> </tr> </tbody> </table>	Instalment	Deliverables	Amount equivalent	11 December 2020	1) Approved outline of the Guidelines; 2) Consultation workshop agenda and materials	50% of contract (equivalent to 16.5 days)	1 February 2021	1) Approved guidelines on Multi-sectoral Coordination mechanism 2) Training materials & Training report	50% of contract (equivalent to 16.5 days)
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<p>Requesting Officer: Ha Thi Quynh Anh, NPO</p> <p>Certifying Officer: Le Bach Duong, AR</p> <p>Approving Officer: Naomi Kitahara, Representative</p>										

ANNEX 1:

List of document:

1. Essential Services Package for Women and Girls Subject to Violence, (UNFPA, UNWOMEN, WHO, UNDP, UNODC)
2. Guideline on framework procedure to provide social services to GBV victims, (UNFPA, MOLISA)
3. Guideline on the hotline operation to support GBV victims (UNFPA, MOLISA)
4. Guideline on minimum requirements for shelter to support GBV victims (UNFPA, MOLISA)
5. Training manual on providing social services to GBV victims, KOICA project, (UNFPA, NCFAW)
6. Training manual for health workers to respond to GBV, KOICA project, (UNFPA, NCFAW)
7. Training manual on GBV prevention for police, KOICA project, (UNFPA, NCFAW)
8. Document of Quang Ninh province and Anh Duong House
9. Decision No. 21/2016/ QD-TTg, dated 17 may 2016 by Prime Minister to issue the multi-sectoral coordination regulation on domestic violence prevention